

## Quality & Environmental Policy

Airflow Developments Ltd's Quality & Environmental Policy is to ensure that it totally meets the customer's requirements, by providing them with products and services to the highest standard of performance and reliability, working with our customers to understand the driving change within the industry and by providing and implementing solutions that create clear and demonstrable, benefits. Top management are committed to the protection of the environment and reducing our environmental impact as well as fulfilling our compliance & legal obligations. This means that:

1. We must be fully conversant with the latest techniques applicable to our specialist fields and endeavour to apply our expertise creatively and with initiative on behalf of our customers.
2. We must supply our service and products to provide the complete solutions to our customer's requirements including legal and other requirements.
3. We must have an efficient and orderly approach to fulfilling the customer's requirements, containing costs, identifying salient issues early and ensuring timely delivery of our outputs. We will monitor ourselves against measurable objectives and targets, when and where required.
4. We ensure communication with our customer's, by taking a special and continuing interest in their technical problems and keeping them regularly updated with the progress on the resolutions, and work-in-hand.
5. Commit to reducing the environmental impact of our activities.

To maintain and achieve the objective of supplying a superior quality product and associated services than our competitors, Airflow has put into effect a Quality Management system (QMS) & an Environmental Management system (EMS), which complies to ISO 9001 & ISO 14001 and is committed to continual improvement. This includes analysing performance data and monitoring quality & environmental objectives. This allows the identification of causes of non-conformance and the application of corrective measures and improvements.

The Business Manual sets out the main elements of the Company's QA & Environmental system.

The implementation of the Quality & Environmental Management System is mandatory, but its success can only be achieved by the participation and commitment of everyone at Airflow Developments Ltd. Each employee will receive full support to ensure the Management System is understood, implemented and maintained throughout.

It is the responsibility of Airflow Developments Ltd staff to ensure the Management system functions correctly and its effectiveness is maintained through monitoring, control, audit and review.

**Managing Director - signed & dated** (for displayed copies of the Policy)

Name:

Signed:



Date: 03/03/2017